

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. PAGE 1 OF 4 PAGES

2. AMENDMENT/MODIFICATION NO.: 02	3. EFFECTIVE DATE 12/13/05	4. PURCHASE REQUISITION NO.:	5A. SOLICITATION/CONTRACT/PROJECT TITLE
			5B. PROJECT NO (If applicable)
6. ISSUED BY ARCHITECT OF THE CAPITOL United States Capitol Washington, D.C. 20515		7. ADDRESS AMENDMENT/MODIFICATION TO Architect of the Capitol Procurement Division Ford House Office Building, Room H2-263 Attn: Christopher Blumberg Second and "D" Streets, S.W. Washington, DC 20515	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)		X	9A. AMENDMENT OF SOLICITATION NO. 050019
			9B. DATED (See Item 11) September 26, 2005
			10A. MODIFICATION OF CONTRACT/ORDER NO.
			10B. DATED (See Item 13)

11. THIS ITEM APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of offers is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning 1 copies of the amendment;

(b) By acknowledging receipt of this amendment in Block 12 of the AOC 33 or Block 19 of the AOC 1442 of the original solicitation package, giving amendment number and its date; or

(c) By separate letter which includes a reference to the solicitation and amendment numbers.

FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter, provided each letter makes reference to the solicitation and this amendment, and is received prior to the opening/receipt hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS AND MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

Check One	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT/ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b)(1)
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)
E. IMPORTANT: Contractor _____ is not, _____ is required to sign this document and return it to the issuing office.	
14. DESCRIPTION OF AMENDMENT/MODIFICATION SEE CONTINUATION PAGE Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.	
15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME OF CONTRACTING OFFICER (Type or print)
15B. OFFEROR/CONTRACTOR _____ (Signature of person authorized to sign)	15C. DATE SIGNED
	16B. UNITED STATES OF AMERICA By _____ (Signature of Contracting Officer)
	16C. DATE SIGNED

CONTINUATION PAGE TO AOC 30

Page 2

AMENDMENT NO.: 02 Solicitation No.: 050019

This amendment is issued as follows:

1) Submission of a proposal in response to RFP Section L.11 is requested by February 10, 2005. All direction on submission, modification, revision, and withdrawal of offers as provided in the RFP shall be followed

2) The Hart Sundry Shop is being added to this RFP as a separate location as follows:

B.3 (page B-4)

C.3 (page C-19)

L.11.8 (3) (b) (page L-86)

L.11.8 (3) (c) (page L-87)

3) The Hart Sundry Shop and operating hours are being added to this RFP as follows:

C.3.1 (2) (page C-20)

4) The Refectory is being added to this RFP as a separate location as follows:

B.3 (page B-4)

C.3 (page C-19)

L.11.8 (3) (b) (page L-86)

L.11.8 (3) (c) (page L-87)

5) The Refectory and operating hours are being added to this RFP as follows:

C.3.1 (2) (page C-20)

6) Language has been changed in the subsection descriptions to provide a clearer correlation to financial submittal forms in Section J.7 as follows:

L.11.8 (3)(b) (c) (d) (e) (pages L-86 & 87)

7) A clarification regarding price proposals for Senate Catering is added to this RFP as follows:

L.11.8 (7) (d) (page L-91)

8) Key Personnel designations are added for the House for this RFP as follows:

L.11.8 (12) (b) (page L-96)

9) A clarification regarding impact of an unforeseen decrease in customer counts to commissions is added to this RFP as follows:

L.11.8 (13) (f) (page L.97)

10) AOC Clause OVERTIME WORK AOC52.222-4 (AUG 2004) is deleted from this RFP as follows:

I.14 (page I-55)

J.3.13 (page J-7)

11) Provide matrix, titled Guide to Financial Submittals, for clarification of J.7 Financial Submittal Forms.

12) The following contract pages shall be removed and replaced. The replaced pages contain black lines in the right hand margin which indicate text that has been changed.

Remove Page(s)

B-4

C-19

Insert Pages

B-4

C-19

CONTINUATION PAGE TO AOC 30

Page 3

AMENDMENT NO.: 02 Solicitation No.: 050019

Remove Page(s)	Insert Pages
C-20	C-20
I-55	I-55
L-86	L-86
L-87	L-87
L-91	L-91
L-96	L-96
L-97	L-97
J.3-7	J.3-7

13) Provide responses to the following questions:

a) On page B-4 of the RFP, Section B.3 lists the Capitol Carryout in both the House and Senate facilities. Please clarify if our response is to include the Capitol Carryout in both locations of our proposal.

Response

The House and Senate both have facilities that are called Capitol Carryout. These are two separate facilities.

b) Page C-8 of the RFP, Section C.1.2.1.b states that the CVC operates 6 days per week. Which days of the week?

Response

Operating hours have not been finalized for the CVC; however proposed six day schedule encompasses Monday through Saturday.

c) On pages C-14 and C-15 of the RFP, Section C.2.1.3 asks for two pricing scenarios. If this is correct, please clarify how these pricing scenarios affect our financial submission. Is your intention to have us submit a different commission schedule to each Entity depending on the pricing scenario selected?

Response

Financial submittal forms are located in Section J.7. Offerors are required to provide as is/current pricing and commission structure. As is/current assumes Offeror is keeping all pricing the same. Proposed pricing is the pricing and commission structure as would be proposed by the Offeror. Offerors also have the option to provide proposed pricing with renovations.

d) The Ford Office Building, Members Dining Room, Capitol Carryout and the Senate restaurant are awarded at the discretion of the Entities. This increases the number of award possibilities significantly. In each of these potential award possibilities, our proposed commission structure would likely vary. Do the financial submittal forms included in the RFP allow for these additional permutations?

Response

Yes.

e) Where does page service need to be addressed in our submissions for the House and the Senate?

Response

Page Food Service is reflected in the Capitol Carryout for the House and can be reflected in The Hart Senate Chef or Dirksen North Servery for the Senate. For the Senate, indicate in your proposal which section in which you are including Page Food Service.

f) Shall we respond to submission requirements L.11.8.10 through L.11.8.13 only once separate from the subsections or answer these for each subsection?

Response

Only one submission is required to address requirements L.11.8.10 through L.11.8.13.

g) Please provide the annual visitor counts by building for the House and Senate facilities.

Response:

Information available on visitor and employee counts for the House and Senate facilities are contained within the information provided to-date as a part of this RFP process. Sections C.2 and C.3 provide staff counts and Section J provides customer counts to the extent they are available. Visitor counts by building are not available.

h) Can a clause be incorporated into the RFP/Contract that provides a process for the contractor to request and obtain equitable adjustments for substantial decrease (25% or greater decrease) in customer count?

Response:

A clarification regarding impact of an unforeseen decrease in customer counts to commissions is added to this RFP as follows:

L.11.8 (13) (f) (page L.97)

i) Please clarify Section B.4.2 on page 5 of the RFP? Is it permissible for a bidder to submit a proposal for all services at the CVC and not submit a proposal for the Senate and the House Entities? Will the AOC accept such a proposal for only the CVC?

Response:

Offerors must address ALL services in their proposal submission. Proposals for services for one or more Entity, but not all the services will be deemed unacceptable and will not be evaluated by the Entities. This is a mandatory requirement of this RFP.

Guide to Financial Submittals

Section	CVC	House	House: Ford Facilities	House: Capitol Carryout & Members' Dining Room	Senate	Senate Dining Room
Financial Submittal						
J.7.1	X	X	X	X	X	X
J.7.2	X	X	X	X	O	O
J.7.3	X	X	O	O	X	X
J.7.4	X	O	O	O	X	X
J.7.5	X	X	O	X	O	O
J.7.6	X	O	O	O	O	O
J.7.7	X	X	X	O	O	O
J.7.8	X	X	O	O	O	O
J.7.9	X	X	O	X	X	X
J.7.10	X	X	O	O	X	O
J.7.11	X	X	X	O	X	O
J.7.12	X	X	O	X	X	O
J.7.13	X	X	X	X	X	O
J.7.14	X	X	X	O	X	X
J.7.15	X	O	O	O	X	O
Pricing						
J.7.16	X	O	O	O	O	O
J.7.17	O	X	O	O	O	O
J.7.18	O	O	O	O	X	O
J.7.19	O	O	X	O	O	O

X – indicates included

O – indicates not included

The table above provides a high level view of J.7 financial submittal forms. The Excel workbook for each of the above sections contains worksheets for Current, Proposed and Renovation scenarios.

- “Current” scenarios are expected to represent a proposal where pricing and menu remains the same.
- “Proposed” indicates Offeror’s proposed pricing and menu, where different from “Current”.
- “Renovated” reflects an optional submittal for the House and Senate and indicates Offeror’s proposal with facility renovations.

- .14 "Services" as used herein includes workmanship and documentation furnished or utilized in the performance of services and records and information from the Contractor relating to contract administration functions, such as usage records, invoices, marketing literature, etc.
- .15 "Solicitation" as used herein is interchangeable with the term "Request for Proposals."
- .16 "Subcontracted Services" as used herein shall mean all food and/or beverage covered under this Contract and all other services permitted by this Contract provided at the location or within the building covered by this Contract by third parties, but which are also included as part of the Services to be provided under this Contract. All earnings from Subcontracted Services shall be considered part of Gross Receipts.

B.3 PERFORMANCE LOCATIONS

Performance may be at the following locations:

Capitol Visitor Center Facilities

- Capitol Visitor Center
- Catering Services

House Facilities

- Cannon Carryout
- Capitol Carryout
- Capitol Scoops
- Catering Services
- Ford Cafeteria
- Ford Carryout
- Longworth Convenience Store
- Longworth Food Court
- Members' Dining Room
- Rayburn Cafeteria
- Rayburn Deli
- Vending Machines

Senate Facilities

- Capitol Carryout
- Catering Services
- Dirksen North Servery
- Dirksen South Buffet
- Dirksen South Convenience Store
- Refectory
- Senate Dining Room
- The Hart Senate Chef
- The Hart Sundry Shop
- Vending Machines

C.3 SEPARATE CONTRACT: THE U.S. SENATE

If the AOC for the Senate decides to award a contract pursuant to this RFP, the Contract shall include the Senate foodservice and related services, as described below.

The Senate currently (and historically) self operates all foodservices. Following are the current foodservice and related locations:

- Capitol Carryout
- Catering Services (primarily in-house)
- Dirksen North Servery
- Dirksen South Buffet
- Dirksen South Convenience Store
- Refectory
- Senate Dining Room
- The Hart Senate Chef
- The Hart Sundry Shop

The AOC on the behalf of the Senate is considering the Senate Dining Room as an option for the Senate contract. If the AOC for the Senate awards a contract pursuant to this RFP, it will be at the sole discretion of the AOC whether to include this facility.

Senate foodservice facilities and catering are located in the Capitol and adjacent Russell, Dirksen and Hart office buildings.

The foodservice operation in the Russell Building is outsourced to KSC Inc. doing business as Cups and Company of Washington, D.C. This operation is not a part of this RFP process. Please note that Cups and Company will continue to operate notwithstanding the exclusivity of this Contract.

The Vending Machines are operated through three contracts with three different vendors. The Vending Machines are a part of this RFP process.

Total annual gross revenue in all areas above is about \$ nine million. The combined customer counts for all foodservice locations (not including catering) in 2003 was approximately two million. There are approximately 5,000 people working on the Senate side of Capitol Hill. The above locations are generally closed Saturdays, Sundays and Federal holidays unless directed otherwise due to the legislative session.

Foodservice customers are primarily Senate staff, members and visitors onsite for committee meetings and/or lobbying.

There is currently no Debitex program or discount program for Senate staff.

The Senate Dining Room is provided as a high quality service and is not intended to operate at a profit on a stand-alone basis. If a contract is awarded for Senate Restaurants, pursuant to this RFP process, the Contractor will retain the Executive Chef position and the individual who currently holds that position at the time of contract award in his/her current position at the Senate

Dining Room. The Executive Chef will be designated a “Key Personnel” for purposes of the Contract with the AOC for the Senate. Any replacement or substitution of the current individual holding the Executive Chef position will be made pursuant to provision H.3 of this RFP and the resulting Contract.

A sundries and souvenir area is part of the Dirksen foodservice operation listed above. The items offered are primarily convenience items and souvenirs (Senate Bean Soup Cup, T-Shirts, etc.). The souvenir items will be discontinued and not be part of a new contract with the Senate if awarded pursuant to this RFP process.

“Senate Bean Soup” is a historical menu item that is featured in all the Senate dining areas and must be continued under a new foodservice contract. See the Senate’s web site www.senate.gov for additional details.

Senate Restaurants, the current in-house operation, does much of the catering on the Senate side, but outside caterers are also used on an exceptions basis.

.1 Restaurants

(1) Cafeterias, Restaurants, and Convenience Store

Sections J.6.6 -.10 contain additional sales-related information.

(2) Days & Hours of Operation

For the purposes of the proposal, the Contractor should use the current days and hours of operation.

U.S. Senate Monday through Friday

Capitol Carryout – 7:30 am to 3:00 pm or one hour after last vote

Dirksen North Servery – 7:30 am to 3:00 pm

Dirksen South Buffet – 11:30 am to 2:30 pm

Dirksen South Convenience Store – 7:30 am to 4:00 pm

Refectory – 11:30 am to 3:30 pm or one hour after the last vote

Senate Dining Room – 8:00 am to 3:30 pm or one hour after last vote

The Hart Senate Chef – 8:00 am to 6:30 pm

The Hart Sundry Shop – 8:00 am to 6:30 pm

A Senate calendar and holiday schedule can be found on its website: www.senate.gov. The Senate foodservice facilities operate under reduced operating hours when the Senate is not in session.

Exceptions to the standard days and hours of operation:

- (a) On occasion the Senate Dining Room is open late in the evening or early morning hours. The terms and conditions are subject to the mutual

2. Medicare	.16
3. Social Security	.67
4. Thrift Savings Plan	.54
5. Life	.05
6. Health	.98
TOTAL	<u>\$14.99</u>

Cashier (GS-2)	\$10.01/hr.	
1. FERS Benefit		\$1.60
2. Medicare		.15
3. Social Security		.62
4. Thrift Savings Plan		.50
5. Life		.05
6. Health		.90
TOTAL		<u>\$13.83</u>

(End of clause)

I.13 CONVICT LABOR AOC52.222-3 (JUN 2004)

In connection with the performance of work under this Contract the Contractor agrees not to employ any person undergoing sentence of imprisonment except as provided by Public Law 89-176, approved September 10, 1965, 18 U.S.C. 4082(c)(2).

(End of clause)

I.14 DELETED

I.15 COLLECTIVE BARGAINING AGREEMENTS AOC52.222-5 (JUN 2004)

The Contractor shall comply with the requirements of Paragraph 52.222-41(m), Service Contract Act of 1965, as amended, regarding collective bargaining agreements. The information required shall be FAXED to 202-225-3221 or hand carried to: Procurement Division, Room H2-263, Ford House Office Building, 2nd and "D" Streets, S.W., Washington, D.C. - 20515. The agreement can also be FEDEXed to the following address:

- Transition strategy
- Employee staffing and training plans
- Experience of proposed onsite management
- Customer service
- Alignment to the Entities' needs and goals
- Marketing, promotion and advertising strategies
- Environmental awareness, conservation and recycling

When responding to the following points please note:

- (1) Your proposal should be based on starting services as follows (realizing that this timing is subject to change):

June 2006	Contract Award (s)
Fall 2006	CVC Foodservice Begins
Winter 2007	House New Foodservice Begins
Winter 2007	Senate New Foodservice Begins

- (2) Note: If your company is proposing renovations provide proposal(s) for the Senate and House services 'As-Is' and with 'Renovations.' If your company is not proposing renovations and capital expenditures for renovations, then no response is requested other than your written indication that you are only proposing 'As-Is' services. Further, if you are proposing to renovate one (1) facility in the House or Senate sides, then your response(s) should only include the facilities where your firm has proposed renovations. The definition of 'renovation' includes physical, permanent improvements to equipment and facilities and does not include cosmetic improvements that can easily be installed and removed.

- (3) PROPOSAL SECTION C of your proposal should have sub-sections as follows.

- (a) Capitol Visitor Center
- 1) Restaurant
 - 2) Catering
- (b) U.S. Senate As-Is/Current
- 1) Capitol Carry Out
 - 2) Catering Services
 - 3) Dirksen North Served
 - 4) Dirksen South Buffet
 - 5) Dirksen South Convenience Store
 - 6) Refectory
 - 7) Senate Dining Room
 - 8) The Hart Senate Chef
 - 9) The Hart Sundry Shop
 - 10) Vending Machines

(c) U.S. Senate Proposed and Proposed with Renovations (optional)

- 1) Capitol Carry Out
- 2) Catering Services
- 3) Dirksen North Servery
- 4) Dirksen South Buffet
- 5) Dirksen South Convenience Store
- 6) Refectory
- 7) Senate Dining Room
- 8) The Hart Senate Chef
- 9) The Hart Sundry shop
- 10) Vending Machines

(d) U.S. House of Representatives As-Is/Current

- 1) Catering Services
- 2) Cannon Carryout
- 3) Capitol Carryout
- 4) Capitol Scoops
- 5) Ford Cafeteria
- 6) Ford Carryout
- 7) Longworth Convenience Store
- 8) Longworth Food Court
- 9) Members' Dining Room
- 10) Rayburn Cafeteria
- 11) Rayburn Deli
- 12) Vending Machines

(e) U.S. House of Representatives Proposed and Proposed with Renovations (optional)

- 1) Catering Services
- 2) Cannon Carryout
- 3) Capitol Carryout
- 4) Capitol Scoops
- 5) Ford Cafeteria
- 6) Ford Carryout
- 7) Longworth Convenience Store
- 8) Longworth Food Court
- 9) Members' Dining Room
- 10) Rayburn Cafeteria
- 11) Rayburn Deli
- 12) Vending Machines

- (4) When responding to each section, respond to each of the points listed below in each main category of foodservice, convenience store, vending machine, etc. Under 'As-Is' be sure to respond completely for all points of sale covered in your proposal. Under 'Renovation', include only the points of sale where you are proposing renovations.
- (5) All pricing (menus, vending machine and convenience store) requested is based on 2006 dollars with the assumption that pricing will not increase more than

will be the actual menu prices when you start service or if the pricing is subject to change between the time of your proposal submission and the actual service start date. If the pricing is subject to change, indicate the specific calculation for any such changes.

For Senate Catering only, (1) Current menu prices must include the current service charge as described in Section J.5.13 and (2) Retail prices must recognize the differences between Member and Member Sponsored catered events as described in Section J.5.13.

- (e) Describe your company's ability to provide menus and related information to put on Intranet for both informational and ordering purposes.
- (f) Describe your proposed method of billing for catering services, payment terms, discounts, if any, etc.
- (g) Describe the use and availability of local off-site kitchen support, if any. Include the address of the offsite kitchen support and indicate if it is owned by your company or by one of your clients. If client-owned, indicate that your client has approved the use of the kitchen.
- (h) Describe the source and training of staff for large catered events.
- (i) If the Entities wanted your company to provide water service for all meeting rooms, indicate how you would set this up, manage it and the associated cost.

If the Entities wanted your company to provide labor to set up a room prior to a catering event and take down the room after a catering event, indicate how you would manage it and the associated costs

State your in-house capabilities to provide simple, low budget meetings to fancy, high budget/high profile functions, basic meals to intricate receptions, specific ethnic catering such as strictly Kosher, Indian or other cuisine, small and large groups, etc. For the Senate only, state your capability to provide silver service for catered events.

- (j) If any part of catering will be provided through a Subcontractor, provide the name(s) of the firm(s) you will use, address, etc. and describe the role your company will play (operationally and financially).
- (8) Convenience Store
- (a) Provide proposed name of store if different than the current name.
 - (b) Provide a detailed written description of the proposed merchandising concept for the store, including illustrative sketches, renderings and/or floor plans.
 - (c) Provide a list of product categories for the store, with projected percentage of each category's sales to the store's overall annual gross sale and a

SET FORTH HOW YOUR COMPANY WILL MANAGE AND SUPPORT, ADMINISTRATIVELY AND CORPORATELY, THESE SERVICES AND ENTITIES AND HOW YOUR COMPANY WILL BE ABLE TO BE RESPONSIBLE TO THE UNIQUE INDIVIDUAL NEEDS OF EACH ENTITY/BUSINESS UNIT.

- (b) The Entities realize that the Contractor will be selected about 6 months before actual onsite pre-opening work will be started as the CVC opening is anticipated in the fall of 2006. It might be difficult for a Contractor to identify a specific management team for this Contract six plus months before opening. Provide resumes of the prospective on-site management team including catering and culinary for at least the CVC if not all positions including the House and Senate. Resume content should include, but not limited to: work history, skills and experience, educational background, and certifications. While it is understood that some of the individuals proposed may change, the individuals included in your proposal should be (1) currently available, interested, experienced and fully capable and (2) individuals that indicate your company's depth and ability to provide highly qualified and experienced senior management for on-site resident positions that closely match the operating criteria.

For the Senate only, confirm that you will retain the current Senate Dining Room Executive Chef with his/her existing scope of responsibilities.

The House has designated the following positions as "Key Personnel" pursuant to provision H.3 of this RFP: Directors, General Managers, Assistant Directors, Unit Level Managers, Assistant Managers, Chefs, and Assistant Sous Chefs or their equivalents by any other name.

- (c) Identify any consultants or non-employees that your company will use on an on-going basis that are not full-time, regular employees.
- (13) Other Information
- (a) Submit an implementation/start-up schedule and action plan indicating the steps required from the date of award of the contract through and including the first ninety calendar days of operation. Provide the names, titles and roles of all individuals that will represent your company during the transition period. Use the following schedule as the basis of this implementation/start-up plan noting that the timeline is subject to change in all areas:

June 2006	Contract Award(s)
Fall 2006	CVC Foodservice Begins
Winter 2007	House New Foodservice Begins
Winter 2007	Senate New Foodservice Begins

Provide a complete description of the company resources that will be in support of the Capitol Hill operations, i.e., company representatives above and beyond the resident general manager. Provide the names, titles and

responsibilities of each of these individuals. Indicate the level and frequency of interaction these individuals will have with the CVC, House and Senate representatives and the accessibility of these individuals to the individual Entity representatives.

- (b) If your company will use a central commissary, distribution facility or kitchen for prepared, perishable, non-perishable, fresh or frozen food stuffs and/or non-consumable supplies, provide details as to what will be provided by your commissary, distribution facility and/or off-site kitchen, frequency, purpose. Indicate that it is licensed and approved by the appropriate local and State governmental agencies. Provide the address of the facility.
- (c) Provide a manual covering cleaning and sanitation practices and policies including HACCP. Describe procedures for internally monitoring compliance of these policies and procedures.
- (d) Generally describe your company's commitment to resource conservation measures that you will use at the Capitol foodservices. Include methods such as source reduction, reuse, recycling and composting. Also address topics such as food waste or leftovers, cardboard, mixed paper, plastics and conservation of energy and water.
- (e) Describe all training practices that will be applied to operations. A training manual is not necessary, however, a summary statement demonstrating examples of training for management and hourly staff at and for Capitol Hill operations will suffice. Please include attendance at two-hour orientation for all Capitol Hill staff. Staff labor will be at Contractor cost and expense.
- (f) Describe plans for loss of revenue due to building closure unforeseen security issues. Describe impact to proposed commissions for unforeseen decreases in customer counts. Provide specific financial details and operational information that would be included in the contract.
- (g) Provide details of your approach, including samples, to customer service standards, customer service programs covering its entire foodservice, convenience store, catering and other services on Capitol Hill, approach to accountability for service delivery standards, and financial incentives, if applicable to your proposal. The forms and techniques (i.e., automated, written, intercepts, focus groups, etc.) will be subject to prior review and approval by the individual Entity. Describe how you will provide the results from these activities at least monthly to the Entities.
- (h) Health Department Compliance: Provide details, if any, if any Health Department has ever closed any of your foodservice operations, suspended a license to operate or ordered you or your company to a hearing due to

5. Life	.05
6. Health	<u>.98</u>
TOTAL	\$14.99

Cashier (GS-2)	\$10.01/hr.	
1. FERS Benefit		\$1.60
2. Medicare		.15
3. Social Security		.62
4. Thrift Savings Plan		.50
5. Life		.05
6. Health		<u>.90</u>
TOTAL		\$13.83

(End of clause)

.12 CONVICT LABOR AOC52.222-3 (JUN 2004)

In connection with the performance of work under this Contract the Contractor agrees not to employ any person undergoing sentence of imprisonment except as provided by Public Law 89-176, approved September 10, 1965, 18 U.S.C. 4082(c)(2).

(End of clause)

.13 DELETED

.14 COLLECTIVE BARGAINING AGREEMENTS AOC52.222-5 (JUN 2004)

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Architect of the Capitol
Procurement Division